



*1235 Send Money



1800 501 500



*1236 Receive Money

CUSTOMER NAME PLEASE PRINT CLEARLY. Identification is required for all customers: Current Passport, Australian Drivers Licence or Proof of Age Card.

Full Legal Name	First	Middle	Last
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EXISTING CUSTOMERS

Mobile Number	or	Western Union Customer Number
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NEW CUSTOMERS or updated details for existing customers

Address (Post office box addresses are not permitted)			
Suburb	State	Postcode	Country of Citizenship (must have)
Mobile Number	Date of Birth (DD/MM/YYYY)	Country of Birth (must have)	

To send money, complete this section

TRANSACTION DETAILS

Destination Country	
Destination Currency	Amount to be Sent. Complete one only. Australian Dollars \$ or Payout Amount at Destination

OPTIONAL SERVICES FOR SENDING

<input type="checkbox"/> I want the money sent direct to a Bank Account	Bank Name	Bank Code / BIC
Account Name	Bank Location (City)	Account Number / IBAN

<input type="checkbox"/> I want the money sent to a mobile	Country Code	Mobile Number
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RECEIVER'S DETAILS Western Union wants to help you avoid being exposed to fraud. If you don't know the person you're sending to, we recommend you do not send. Neither Western Union nor its Agents carry out a comparison of the "To Send Money" form against the "To Receive Money" form to verify the address given for the receiver.

Full Legal Name	First	Middle	Last
Current Address (Post office box addresses are not permitted)			
City / Suburb	State / Province	Postcode	Country

TEST QUESTION Not required for all countries. If unsure if this is required, ask at the counter for further details.

Question	Answer
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To receive money, complete this section

All fields must be completed

Money Transfer Control Number	Amount Expected (AUD) \$	Originating Country	
Sender's Name	First	Middle	Last

CUSTOMER'S SIGNATURE The exchange rate for your transfer appears on the Transaction Receipt. However, if the country to which you are sending requires that transfers be converted when paid, the rate shown is only an estimate. Western Union and its Agents also make money from currency exchange. The terms and conditions governing this money transfer are available at this Agent location, can be viewed at westernunion.com.au, and have been summarised on the back of this form for reference only. You agree to those terms and conditions by signing this form.

All customers to complete this section By signing this form, you: 1. Expressly consent to the transfer of your personal data entered above to WU Affiliates located outside of the European Economic Area, including to the U.S. for the purpose of providing the money transfer service to you and undertaking the additional data processing activities specified in the Data Protection section of the terms and conditions. You have the right to withdraw your consent at any time. 2. Expressly consent to the carrying out of profiling activities and marketing communications. 3. Confirm that the information you have provided is correct and that you have read and accepted the terms and conditions of the service overleaf.

Customer's Signature	Date (DD/MM/YYYY)
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OFFICE USE ONLY

Attach Duplicate Transaction Receipt to this copy	Money Transfer Control Number	Staff Name	Staff Signature	Date (DD/MM/YYYY)
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Office copy

8839661 • Oct 2017



SUMMARY OF THE WESTERN UNION® MONEY TRANSFERSM SERVICE TERMS AND CONDITIONS (FOR THE FULL TERMS AND CONDITIONS, PLEASE ASK ANY WESTERN UNION AGENT OR VISIT WWW.WESTERNUNION.COM.AU)

Western Union® Money TransferSM transactions can be sent and picked up at most Western Union® Agent locations worldwide. Regular money transfers are usually available within minutes for pick up by the receiver, subject to the opening hours of the receiving Western Union Agent ("Agent") location. Exceeding amount limitations, regulatory restrictions or other restrictions in certain countries may delay the transaction. Western Union does not act as the agent or representative of any bank for any purpose and does not accept deposits on behalf of any bank.

Money transfers will normally be paid in cash, but some Agents may pay by cheque or a combination of cash and cheque or may offer or the receiver may choose other ways to receive funds and some money transfers may be paid to accounts. All cash payments are subject to availability, receivers showing documentary evidence of their identity and providing all details about the money transfer required by Western Union, including sender's and receiver's names, country of origin, approximate sum, money transfer control number and any other conditions or requirements applicable at the Agent location. The sender authorizes Western Union to honor the receiver's choice of method to receive funds even if it differs from the sender's. Cash money transfers shall be paid to the person that Agents deem entitled to receive the transaction after verification of identity often through examination of identification documents. Such payment can be made even when the form filled out by the receiver contains errors. Neither Western Union nor its Agents carry out a comparison of the "To Send Money" form against the "To Receive Money" form to verify the address given for the receiver. In some destinations the receiver may be required to provide identification, a test question answer or both to receive funds in cash. Test questions are not an additional security feature and cannot be used to time or delay the payment of a transaction and are prohibited in certain countries. Applicable law prohibits money transmitters from doing business with certain individuals and countries. Customers are sometimes required to provide additional identification or information, delaying transactions.

TRANSFER FEES: Written information explaining how Western Union charges the sender for making a money transfer will either be displayed prominently at the Agent location or shown to the sender prior to completion of the payment order. In certain cases, payment of a money transfer may be subject to local taxes and service charges. FOREIGN EXCHANGE: Money transfer payments will normally be made in the currency of the destination country. In addition to the transfer fee applicable to each transfer and if the currency which the sender presents to an Agent is not the currency to be received by the receiver, all currency is converted at Western Union's then current rate of exchange. The currency will be converted at the time of transfer and the receiver will receive the foreign currency amount shown on the Transaction Receipt. In a few countries local regulations require the currency to be converted at the time the receiver is paid, in which case the exchange rate and any amounts shown on the Transaction Receipt may be subject to exchange rate fluctuations between the time of transfer and the time the receiver collects the funds.

SPECIAL SERVICES: Where available, Western Union offers free SMS notification to indicate that the transaction has been collected by the receiver (for the sender) or that funds are available for collection (for the receiver). Western Union will send SMS messages to a third party gateway for delivery. ACCOUNT BASED TRANSFERS: Where available, the receiver may incur additional fees for receiving the sender's funds through a mobile telephone or to a bank or other account. Additional costs or delay may occur if transfers are not sent to a local (receiver) currency account. The receiver's agreement with its mobile phone service, mWallet, bank or other account provider governs the account and determines their rights, liability, fees, funds availability and account limitations. In the event that the account number provided (including mobile phone numbers for mobile accounts) does not belong to the named receiver, the transfer will be credited to the account number provided by the sender. Western Union may make money from fees associated with use of an account. REFUND - Western Union will refund the principal amount of a money transfer upon the sender's written request if payment has not made or credited. Transfer fees are not refunded if the transfer is stopped at the sender's request.

LIABILITY: Western Union disclaims all liability in respect of the sender's relationship with the receiver, without limitation, in respect of the delivery or suitability of any goods or services paid for by means of a Western Union money transfer. The sender's transaction data is confidential to him and should not be shared with any other person other than his receiver. The sender is cautioned against sending money to any person he does not know. In no event shall Western Union or any of its Agents be liable if the sender communicates transactional data to any person other than his receiver. To the extent permitted by law, in no event shall Western Union or any of its Agents be liable for damages for delay, nonpayment or underpayment of this money transfer, or non-delivery of any supplemental message, whether caused by negligence on the part of their employees or agents or otherwise, beyond the sum equivalent to US\$500 (in addition to refunding the principal amount of the money transfer and the transfer fee). In no event will Western Union or its Agents be liable for any indirect, special, incidental, or consequential damages. The foregoing disclaimer shall not limit Western Union's or Agent's liability for damages resulting from Western Union's or Agent's gross negligence or intentional misconduct in those jurisdictions where such a limitation of liability is void. The foregoing disclaimer shall not exclude Western Union's nor its Agent's liability for any condition or warranty that cannot be excluded by law including any implied warranty that it will render services with due care and skill, and Western Union's and its Agent's liability for breach of such condition or warranty shall be limited to the greater of the cost of providing the affected service again and the sum equivalent to US\$500.

DATA PROTECTION: Your personal information is processed under applicable laws and is controlled & used by Western Union for the purposes of providing the requested services. Your information is used to provide you with the services you have asked for and may also be used in connection with other services, products, convenience and/or rewards programs, you signed up for with Western Union or its affiliates, and, subject to your choices, send you commercial communications. Providing your information and that of the receiver of our services is voluntary but necessary to execute the transaction. You consent to Western Union disclosing or transferring your information and Third Party Information to third parties to carry out transactions. Western Union may also disclose such information to third parties, where reasonably necessary, for the purposes of the prevention, detection, investigation and prosecution of crime, or when required by law, and the recipients may further disclose the information for these and other related purposes. If you wish to exercise your rights to access, request a copy, correct, erase or block your information or no longer wish to receive commercial communications from Western Union, please call 1800 501 500 (free calls from landlines and public phones, standard mobile charges apply check with your network provider) during regular business hours.

Effective 29 December 2015, the service in Australia is provided by a network of authorised independent agents and representatives in conjunction with Western Union Financial Services, Inc. (for money transfers from the United States, Canada, and Mexico, and for commercial services transactions) and Western Union (Ireland) Partnership (for all other transactions), through a network of authorised Agents and representatives (outside Australia).

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*1235 Send Money



1800 501 500



*1236 Receive Money

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Full Legal Name	First	Middle	Last
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EXISTING CUSTOMERS

Mobile Number	or	Western Union Customer Number
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NEW CUSTOMERS
or updated details for existing customers

Address (Post office box addresses are not permitted)

Suburb	State	Postcode	Country of Citizenship (must have)
Mobile Number	Date of Birth (DD/MM/YYYY)	Country of Birth (must have)	

To send money, complete this section

TRANSACTION DETAILS

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I want the money sent direct to a Bank Account

Bank Name	Bank Code / BIC
Account Name	Account Number / IBAN

I want the money sent to a mobile

Country	Code	Mobile Number
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Current Address (Post office box addresses are not permitted)			
City / Suburb	State / Province	Postcode	Country

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Question

Answer

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All fields must be completed

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Sender's Name	First	Middle	Last

CUSTOMER'S SIGNATURE

All customers to complete this section

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Customer's Signature

Date (DD/MM/YYYY)

OFFICE USE ONLY

Attach Transaction Receipt to this copy	Money Transfer Control Number	Staff Name	Staff Signature	Date (DD/MM/YYYY)
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Customer copy

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BeFraudsSmart THIS IS **WU**

Be Alert! Avoid being scammed by fraudsters
Answer this simple quiz:

	YES	NO
Have you been asked to send a payment to release funds?		
Was your only contact with the receiver online or by phone?		
Were you offered only one method of payment or transfer?		

If you answered "Yes" to any of these questions, we recommend you do not proceed with your money transfer at this time.

You should also visit scamwatch.gov.au or wu.com/fraudawareness to find out more about scam warning signs, and find out ways to protect yourself from fraud. Never send money to someone you have not met in person.

Scammers sometimes encourage people to transfer money. Do not transfer money to anyone who asks you to send them money:

- For an emergency situation you haven't confirmed.
- For an online purchase.
- For anti-virus protection.
- For a deposit or payment on a rental property.
- To claim lottery or prize winnings.
- To pay taxes.
- For a donation to charity.
- For a mystery shopping assignment.
- For a job opportunity.
- For a credit card or loan fee.
- To resolve an immigration matter.
- To pay for something in response to a telemarketing call.

Telemarketers cannot sell you anything and take payment by money transfer from anyone in the U.S. It's illegal.

If you transfer money, the person you're sending it to gets the money quickly. After the money is paid, Western Union may not be able to give you a refund, even if you are the victim of fraud, except under limited circumstances.

If you believe that you are the victim of fraud, call the **Western Union Fraud Hotline at 1-800-023-324**.



We want to hear from you.
Share your feedback at
westernunion.com/listens

1. Funds may be delayed or services unavailable based on certain transaction conditions, including amount sent, destination country, currency availability, regulatory and foreign exchange issues, required receiver action(s), identification requirements, Agent location hours, differences in time zones, or selection of delayed options. Additional Restrictions may apply.

2. Network data as of 30 June 2016.

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Western Union® Money TransferSM transactions are usually available within minutes for pick up by the receiver at most Western Union® Agent ("Agent") locations worldwide. Before paying, an Agent may wish to verify to the Agent's satisfaction the receiver's identity with identity documents and knowledge of the money transfer. Receivers may choose other ways to receive funds and some money transfers may be paid to accounts. Western Union ("WU") does not act as the agent or representative of any bank for any purpose and does not accept deposits on behalf of any bank. Applicable law prohibits money transmitters from doing business with certain individuals and countries. Payments will normally be made in the currency of the destination country less applicable taxes and service charges. In addition to the transfer fee, all currency is converted at Western Union's then exchange rate at the time of transfer and the receiver will receive the foreign currency amount shown on the Transaction Receipt. Where available, the receiver may incur additional fees for receiving the sender's funds through a mobile telephone or to a bank or other account. Additional costs or delay may occur if transfers are not sent to a local (receiver) currency account. WU disclaims all liability in respect of the sender's relationship with the receiver, including in respect of goods or services wholly or partly paid for by means of a WU money transfer. In no event shall WU and its Agents be liable if the sender communicates transaction data to any person other than his receiver. To the extent permitted by law, neither WU nor its Agents have liability to any sender or recipient for damages for delay, non-payment or underpayment of this money transfer, or non-delivery of any supplemental message, beyond the sum equivalent to US\$500 (in addition to refunding the principal amount and transfer fee). In no event will WU or its Agents be liable for any indirect, special, incidental, or consequential damages. Neither WU nor its Agents exclude liability for any condition or warranty that cannot be excluded by law, but their liability for the breach of such condition or warranty shall be limited to the greater of the cost of providing the affected service again and the sum equivalent to US\$500.

DATA PROTECTION: Your personal information is processed under applicable laws and is controlled & used by Western Union for the purposes of providing the requested services. Your information is used to provide you with the services you have asked for and may also be used in connection with other services, products, convenience and/or rewards programs, you signed up for with Western Union or its affiliates, and, subject to your choices, send you commercial communications. Providing your information and that of the receiver of our services is voluntary but necessary to execute the transaction. You consent to Western Union disclosing or transferring your information and Third Party Information to third parties to carry out transactions. Western Union may also disclose such information to third parties, where reasonably necessary, for the purposes of the prevention, detection, investigation and prosecution of crime, or when required by law. If you wish to exercise your information rights (including marketing opt-out), please call 1800 501 500.

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MONEY TRANSFER FORM TO SEND AND RECEIVE MONEY

**You can rely on
Western Union for:**



SPEED

Money is available in minutes with our Money In Minutes service¹



TRUST

Used by millions of people every year



CONVENIENCE

Over 500,000 Agent locations in more than 200 countries & territories²



CHOICE

Transfer cash to either a bank account or mobile phone, in selected countries



RELIABILITY

Over 140 years providing global money transfer services

**WESTERN
UNION** **WU**

moving money for better
MOBILE | ONLINE | AGENT LOCATION



An agent for Western Union

moving money for better
MOBILE | ONLINE | AGENT LOCATION

**WESTERN
UNION** **WU**

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